



Hugh Miller

Acting Information Technology Services Director

Career

Mr. Miller joined the City in July 2004 after serving two years at the San Antonio Water System as their Information Technology (IT) Network Services Manager. Prior to SAWS, he worked for Priceline.com on the network engineering team and has spent most of his career in information technology leadership in several places throughout the country.

Serving as the City's Acting Director of the Information Technology Services Department, he is responsible for providing information technology services 24 hours daily to every City department and information technology sharing agreements with other public and private organizations. Information Technology Services also provides a highly-centralized IT function, with leadership, vision and support for all technology functions.

Mr. Miller is accountable for a large technology operation which provides voice and data networks covering over 350 buildings, mainframe computers, over 150 servers, 6,000+ personal computers and more than 6,000+ phones. The operation also provides wireless services including 5,300 radios, 1,300 wireless data terminals and laptops plus cellular phone and paging support.

Prior to joining the City, Mr. Miller was the lead in several large projects at SAWS that included changing all of their desktop personal computers to a homogenous MS Windows environment, rebuilding the Data Center, the writing of a web based Help Desk system, converting their email system to MS Exchange and functioning as the Technical Manager on their Enterprise Resource Planning project. He interacted regularly with the Board of Trustees and their executive management on projects. At Priceline.com, his responsibilities included firewall security management, network switch management and he was involved in the telephony migration from traditional PBX to Voice over IP.

Education

- Electrical Engineering – University of Texas at San Antonio (1994-1997)
- Computer Engineering – Iowa State University (1998-2000)
- Graduate studies – University Of Texas San Antonio (2004)

Professional Memberships

Mr. Miller has been an active member in the Southwest Texas – Americas SAP User Group as the organization's Chairman.

Personal

Mr. Miller moved to San Antonio when he was eight years old and has spent most of his life in the Alamo City. He has been married to his wife Susan for seven years and they have a one daughter, Maren. Mr. Miller is a graduate from John Jay High School and enjoys playing golf, basketball, volleyball and softball.